



MINNEAPOLIS MATTERS

IAAP - Minneapolis Chapter 2004 - 2005
CSI Communications Newsletter



May 2005

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EDUCATION FORUM JUNE 2, 2005

COMMUNICATING WITH PURPOSE

Speaker: Erin O'Hara Meyer, PHR

Make an impact in your workplace -- successful administrative professionals know how to demonstrate behaviors that say "I'm capable," "I'm confident," and "I'm competent." Learn 10 things that will support your career development, lead you to personal and professional empowerment, and increase your value to your organization.

Erin O'Hara Meyer, PHR, believes that administrative professionals are an untapped leadership resource in most organizations. For over 20 years Erin has performed administrative responsibilities, managed administrative teams, and led human resource initiatives culminating in award-winning professional development plans for administrative employees. As a trainer and consultant dedicated to the personal and professional development of administrative associates, Erin promotes that each administrative job is a career waiting to happen. Erin has just published her first book:

Administrative Excellence: Revolutionizing Our Value in the Workplace.

Sponsored by:



*The DoubleTree Park Place Hotel
1500 Park Place Blvd. (Hwy 394 & Xenia/Park Place)
5:30 p.m. Registration; 6 p.m. Dinner; 6:45 p.m. Educational Forum
Registration: \$27 (includes program and dinner)*

To register, contact Laura Johnson by noon on Friday, May 27 via email at ljohnson@quadion.com (preferred) or 952-927-1411.

If you or your guest are unable to attend after you have registered, please cancel your reservation before 5 p.m. on Friday, May 27. After that time, your reservation has been guaranteed and you will be billed for the registration fee.



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CSI REPORT

by **Mary Ellen Tieche, President**



Thank you to everyone that attended the May Annual Chapter and Strategic Planning Meeting. I enjoyed working with Lila Kalish CAP who planned a large portion of the Strategic Planning event. It was a worthwhile exercise resulting in recommendations from seasoned as well as new members. Many of these suggestions will be valuable tools for Lila during her year as Minneapolis Chapter President, as well as future presidents.

Attached to this newsletter is the State of the Chapter Report that I distributed at the meeting.

Election by unanimous consent took place for the following board officers: Vice President, Laura McMahon; Treasurer, Blanche Kyle; Assistant Treasurer, Gretchen Stormoen, CAP; Director, Connie Hill; Director, Ingrid Josephson. Lila Kalish CAP ascends to President; Mary Ellen Tieche is Immediate Past President. Pamela R. Peterson CAP will preside over the installation of the 2005-2006 Minneapolis Chapter Board Officers and Directors at the June meeting.

I encourage you to attend the June meeting where we will have the opportunity to hear a program on "Communicating with Purpose" presented by Erin O'Hara Meyer PHR. Erin will also bring copies for purchase of her recently published book Administrative Excellence. A copy would make a nice gift as well as a valuable tool for your reference library.

We look forward to meeting Lila's employer, Thomas F. Miller, PA, who is sponsoring the June program. Bilimbi Bay™ - Key West Grille is our featured vendor.

Happy Spring!

Mary Ellen Tieche



CHAPTER CONNECTION

MAY MEMBERSHIP ANNIVERSARIES

Markda Awada - 1 year
 Laura Johnson - 12 years
 Melissa Seifert - 3 years

MAY BIRTHDAYS

5/2 - Joanne Yates
 5/3 - Sharon Griffiths
 5/3 - Melissa Seifert
 5/21 - Kristen Basgall
 5/21 - Linda Robertson
 5/21 - Mildred Sherman
 5/26 - Connie Hill
 5/27 - Randi Johnson
 5/30 - Wendy Peek



WHAT'S HAPPENING

June 21, 11:37 a.m.
 Downtown Mpls Lunch Bunch
 Alexander's, 8th St/3rd Ave.

July 17-20
 International Convention
 Adam's Mark Hotel, Denver, CO

BOARD MEETING SCHEDULE

5/26/05 - May (Joint)
 6/30/05 - June

Board members are required to attend, committee chairs are encouraged to attend, and all members are welcome to attend.

COMMUNICATION

Downtown Minneapolis Lunch Bunch

The Downtown Minneapolis Lunch Bunch meets the third Tuesday of the month. This gathering is open to everyone, not just members of the Minneapolis Chapter. Everyone is welcome - if you are interested in joining us at one of the Lunch Bunch gatherings, please contact Brenda Shaw CPS/CAP at bshaw@schwebel.com.

Employment Committee

Please inform Connie Hill, 2004-2005 Employment Chair, when you know of an employment opportunity in the Minneapolis/St. Paul area. Please include position description, requirements, salary, and contact name, telephone, etc. This information can be forwarded via email to: chill@mpr.org or you may contact Connie at 651-290-1550.

MAKING THE CUT Provided by Office Team

It's common sense that hiring managers don't interview everyone who applies for an open position. But new research suggests the number of individuals called for an interview is smaller than you may think. According to a new survey from Office team, executives polled said, on average, they interview just six candidates for each job opening.

Therefore, as one of only a handful of candidates to secure an interview, you've crossed a major hurdle in the hiring process. The key then becomes presenting your skills and talent effectively and building rapport with the hiring manager to distinguish yourself from other applicants. Here are some tips to help you do so:

- Expect tough questions. Now matter how prepared you are, it's likely the hiring manager will throw you a couple of curveballs by asking questions you didn't anticipate. In this situation, consider your answer before responding, ask for clarification if necessary and speak with confidence no matter how unsure you feel.
- Focus on the value you can add. Above all, the hiring manager wants to know what you can bring to the table. Discuss experiences and accomplishments that relate directly to the position so the interviewer understands that you can immediately contribute to the firm.
- Be yourself. It's to your advantage to present as honest and clear a picture of your abilities as possible to ensure the job is right for you. Don't pretend to be someone you're not or possess skills you don't have.
- Follow-up. The interview doesn't end once you leave the hiring manager's office. When you get home, send a note thanking the interviewer for his or her time and restating your interest in the position.

WORKPLACE DILEMMA

Provided by OfficeTeam

How well do you handle workplace dilemmas? The way in which you react to and manage even trivial events is often a reliable indicator of your behavior in situations that have a bigger impact on your career.

16 Answer from last month

You are at a networking event and a potential client gives you his business card. What do you do first?

- A. Put it in your wallet or pocket.
- B. Thank him and ask about the best way to reach him.
- C. Take out one of your cards and give it to him.
- D. Write on the back of the card where you met him, as well as the date of the event, so you don't forget who he is.

Were you keeping track of how many workplace dilemmas you get right?

1-C 5-B 9-B 13-B
2-B 6-A 10-B 14-B
3-D 7-A 11-C 15-C
4-B 8-D 12-C 16-B

13-16 You've mastered workplace protocol. Keep up the good work!

9-12 You're managing situations well, but could enhance your knowledge to help build your career.

5-8 Be careful. Your response to situations may be hasty or inappropriate. Try finding someone in your professional network to coach you and evaluate your progress.

0-4 Your current skills could use improvement - they may be holding you back from significant career opportunities. Take the time now to begin building your knowledge and awareness of workplace protocol.

NEWSLETTER ARTICLE DEADLINES

6/6/05 - June

GREAT LINKS



www.millerlaw.com
www.bilimbibay.com
www.avery.com

UNUSUAL JOB-HUNTING TACTICS

From sending a shoe to wearing no footwear at all, job candidates have tried unconventional tactics to get a hiring manager's attention, according to a recent Accountemps survey. Results show that communicating your ingenuity, resourcefulness, and creativity to potential employers can give you a leg up - or set you back a few steps.

Survey responses reveal some unusual strategies: "One job seeker sent a shoe with his resume and a note saying, 'I just want to get my foot in the door;'" "A candidate put confetti in the resume package, which made a huge mess;" "I was sent a piece of gum with the resume and asked to 'chew on the facts.'"

"While nontraditional methods can help get noticed, job seekers should remain professional and carefully tailor their approach to the individual company or industry," says Max Messmer, Accountemps chairman.

SKILLS IN DEMAND Provided by Office Team

In addition to the required functional skills for positions, hiring managers also value software certifications, particularly in Microsoft Office applications. Because administrative staff often interact with professionals at every level of the organization, firms also seek candidates who demonstrate confidence, poise and good judgment.

- Microsoft Office
- Database management (examples: Microsoft Access, ACT, Goldmine)
- Schedule management (examples: Microsoft Outlook, Microsoft Project)
- Internet research
- Business writing
- Budget tracking
- Meeting and travel planning
- Multilingual speaking, reading and writing abilities

MICROSOFT IS LOOKING FOR INPUT FROM IAAP

Attention IAAP Members: Microsoft is looking for your feedback on trial Web pages they have recently developed. The Web pages offer community features such as Webcasts and online chats for administrative professionals. Microsoft is interested in gathering your input on these pages. In exchange for participating in the online survey, Microsoft is offering participants a \$10 Amazon Gift Certificate for a limited time (while supplies last).

How to Participate: http://www.iaap-hq.org/Microsoft_survey_forIAAP_Re_MS_Websites.htm

Once you've followed the survey link above - a pop-up window will appear to guide you through the survey. The survey will take approximately 30 minutes to complete and involves visiting Microsoft Web pages and providing feedback on the features and content. You'll notice that you'll be required to download some temporary software from Keynote (Microsoft's survey vendor for this project) to help you navigate different areas of the Web pages to be evaluated and track/capture survey comments. The download only takes a few seconds and the software can be uninstalled after the survey is completed. If you have any trouble with the survey or have specific questions, contact the Microsoft/Keynote survey team at: cem-panelsupport@keynote.com. *This is an entirely optional survey. Your input would be greatly appreciated.*

To take advantage of the free services and resources currently offered by Microsoft to administrative professionals, see the "Tools for Your Job" Web page:

<http://office.microsoft.com/en-us/FX010931361033.aspx> (within this page, see link to "Administration" category).

For free Microsoft "Administrative Tips and Tricks" Webcast schedule on various application issues, visit: <http://www.microsoft.com/events/series/administrativetipsandtricks.mspx>

MISSION

To be on the leading edge of advanced technology for the changing office environment; to provide programs for professional growth, leadership development, continuing education and certification.

VISIT US

www.iaap-minneapolis.org
www.iaap-mnndsd-division.org
www.iaap-hq.org

VENDOR

We are pleased to feature **Bilimbi Bay™ Key West Grill** as our Vendor sponsor for June. They offer two metro locations, Eden Prairie & Apple Valley. Each meeting attendee will receive a \$10 appetizer card, a sales kit, and a chance at the door prize - \$50 gift card!

Apple Valley

14889 Florence Trail
(Cty Rd 42 & Galaxie)

Eden Prairie

3000 Technology Dr.
(Hwy 5 & Prairie Center Dr.)



How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and the strong. Because someday in life you will have been all of these.

~ George Washington Carver ~

STRATEGIC PLANNING AWESOME REVELATIONS!

Thank you to everyone who participated in our Strategic Planning session. The suggestions and feedback were fantastic and I'm looking forward to working with you and the board to bring life to those ideas. Thanks to Mary Ellen Tieche and her strong leadership this past year. I appreciate the foundation that has been established, and with your help we can continue to build our Chapter and the benefits to you.

The specific results, committee descriptions and a list of all KINDS of opportunities to be a part of the action will be sent under a separate email.

Your President-Elect, Lila Kalish

EMAIL ETIQUETTE

Emailreplies.com

22. Do not copy a message or attachment without permission.

Do not copy a message or attachment belonging to another user without permission of the originator. If you do not ask permission first, you might be infringing on copyright laws.

23. Do not use email to discuss confidential information.

Sending an email is like sending a postcard. If you don't want your email to be displayed on a bulletin board, don't send it. Moreover, never make any libelous, sexist or racially discriminating comments in emails, even if they are meant to be a joke.

24. Use a meaningful subject.

Try to use a subject that is meaningful to the recipient as well as yourself. For instance, when you send an email to a company requesting information about a product, it is better to mention the actual name of the product, e.g. 'Product A information' than to just say 'product information' or the company's name in the subject.

25. Use active instead of passive.

Try to use the active voice of a verb wherever possible. For instance, 'We will process your order today', sounds better than 'Your order will be processed today'. The first sounds more personal, whereas the latter, especially when used frequently, sounds unnecessarily formal.

26. Avoid using URGENT and IMPORTANT.

Even more so than the high-priority option, you must at all times try to avoid these types of words in an email or subject line. Only use this if it is a really, really urgent or important message.

27. Avoid long sentences.

Try to keep your sentences to a maximum of 15-20 words. Email is meant to be a quick medium and requires a different kind of writing than letters. Also take care not to send emails that are too long. If a person receives an email that looks like a dissertation, chances are that they will not even attempt to read it!

CERTIFICATION UPDATE

This issue of the Certification Update includes information on the upcoming exam, future exam and deadline dates, review materials, use of IAAP logos, membership in The Academy, the 2005 Certification Seminar, suggestions on how to promote certification, and a call for information on review courses.

Future Exam and Deadline Dates

Following are the dates and deadlines for future exam administrations:

<u>Exam Dates</u>	<u>Deadline Dates</u>
November 4 & 5, 2005**	August 15, 2005
May 5 & 6, 2006	February 15, 2006
November 3 & 4, 2006	August 15, 2006
May 4 & 5, 2007	February 15, 2007

Revisions to Review Materials are Still Coming

Prentice Hall is getting closer to having a review manual for Part 4 of the CAP Exam, Advanced Organizational Management. The latest date they have provided for publication of this review manual is July 2005. Prentice Hall is also working toward the completion of their on-line review. Candidates should remember to also prepare from the college textbooks listed in the newly revised Certification Review Guide. These are the sources used to write the CPS and CAP exams, and should always be used in conjunction with review-type materials.

Use of IAAP Logo

Use of the CPS and CAP jewelry designs for promotional materials is not recommended. Instead, when promoting the IAAP certification programs in a chapter bulletin or flyer use the IAAP logo. This is more consistent with the promotional materials coming from the Certification Department, and consistency is important in the recognition of our programs.

2005 Certification Seminar

Creating Calm out of Chaos is the theme for the 2005 Certification Seminar to be held October 16-19, at the Hyatt Regency Chesapeake Bay.

Sessions include: Conquering Clutter: A Professional's Guide to Battling Organizational Bad Habits; Streamlining Chaos - Mainlining Productivity; Understanding and Respecting Generational Diversity; Valuing Diversity in the Workplace; and The Right Thing. Preliminary information is available on the Web at: www.iaap-hq.org/Cert/cert_sem/2005_cert_sem.htm Registrations for active CPS and CAP holders and approved candidates will open in June. Registration mailers will automatically be sent to all active Academy members in late-May, early-June.

If you are an active CPS or CAP holder or an approved candidate, make plans now to attend the 2005 Certification Seminar. CPS and CAP holders will gain 14 recertification points by attending all sessions. This excellent educational opportunity also provides a great time of networking, and with this year's venue a wonderful relaxing location.

Sunday evening's reception sponsored by Avery Dennison provides a great time to catch up with old friends. Tuesday's lunch is THE time to get to know someone new. And during Wednesday's breakfast sponsored by OfficeTeam everyone is collecting names, numbers, and checking e-mail addresses to keep in touch and continue to share tips of the profession. And the special reception for members of The Academy is our way of saying thanks for your support.

Hotel reservations are open now at the Hyatt Regency. Contact the hotel directly at 800.233.1234, and give them the Group Name - IAAP. Room rates are \$185 single or double. Hotel registration deadline is September 22, 2005. The Hyatt Regency Chesapeake Bay is an extraordinary destination on 342 acres of landscaped grounds. The Hyatt is located approximately an hour and a half by car from downtown Washington DC, across the breathtaking Chesapeake Bay Bridge. Or you can fly into Salisbury Regional Airport, just 25 miles from the resort with daily flights from Philadelphia and Washington Reagan. The 2005 Certification Seminar will provide great educational sessions, time to network, and time to sit back and relax. Think learning. Think nature. Think peaceful.

Promoting Certification

The importance of professional certification continues to rise in most professions, and IAAP will stay in the forefront certifying administrative professionals.

Each CPS holder, each CAP holder, each candidate, and each IAAP member, can assist in this effort by working to promote our programs to employers, to peers, to colleges and universities, and to others working with administrative professionals in your community.

To assist in this effort, Headquarters has developed brochures, news releases, statistics, a Professional Certification area on the Web, and PowerPoint presentations with scripts. Contact certification@iaap-hq.org if you would like additional information on these tools.



2004 – 2005 STATE OF THE CHAPTER REPORT MINNEAPOLIS CHAPTER IAAP

COMMUNICATIONS * SOLUTIONS * IMPACT

MINNEAPOLIS CHAPTER'S MISSION STATEMENT:

To be on the leading edge of advanced technology for the changing office environment; to provide programs for professional growth, leadership development, continuing education, and certification.

MINNEAPOLIS CHAPTER LEADERSHIP:

The following members served as the leadership team for Minneapolis Chapter during 2004-2005:

- President: Mary Ellen Tieche
- President-Elect: Lila Kalish CAP
- Vice President: Laura Johnson
- Secretary: LaVonne Bittner CPS
- Treasurer: Blanche Kyle
- Assistant Treasurer: Gretchen Stormoen CPS/CAP
- Director: Bernadette Stanley CPS
- Director: Kariann Hafner
- Immediate Past President: Mary Beth Wacek

In addition to the Board, the Chapter had an excellent team of Committee Chairs:

- Auditing: Sherry Lemmer
- Bylaws and Standing Rules: Laura Johnson
- Certification: Jody Schliemann CPS
- Communications: Diane Carlson
- Education Forums: Kristen Basgall
Fe Mahler
- Historian/Network: LaVonne Bittner CPS
- Membership: Brenda Shaw CPS
Tiffany Tieche
- Nominating: Mary Beth Wacek
- Reservations: Laura Johnson

Ad Hoc Committees:

- APW: Kariann Hafner
- Hospitality/Friendship Network: Bernadette Stanley CPS

Mary Ellen Tieche also served as the chair of the MN-ND-SD Division Retirement Trust Foundation.

MEMBERSHIP:

Between July 1, 2004 and April 31, 2005, chapter membership has increased. We are pleased to welcome all new members of the past year, renewing members, and returning members. Membership and Membership Retention is a continued goal each year; with new growth, we remain strong and healthy.

We thank those members who throughout the year brought guests to the meetings and shared information about IAAP and the Minneapolis Chapter.

IN MEMORY:

The Minneapolis Chapter remembers chapter members who passed away this year. Lili Duin Hassler was a PSI/IAAP member for 31 years. Evelynne Thompson Edelman was 1970-71 Minneapolis Chapter President, Division President, and International President.

We acknowledge them for their contributions to the Minneapolis Chapter and PSI/IAAP.

EDUCATION FORUMS:

The committee scheduled wonderful presentations/programs for members and guests this year:

The 6 Stages of the Creative Process

Presenter: Rosanne Bane, Imagination Ink

Communication in the Workplace

Presenters: Marilyn Thompson and Ann Davidson

Increasing Your Visibility in the Workplace

Presenter: Angie Holton, OfficeTeam

Goal Setting

Presenter: Pam Peterson CAP

Leadership Through Communication at all Levels

Presenter: John Fennig, Ph.D., DRI Consulting

Communicating Better Health Messages

Presenter: Marion Franz, Nutrition Concepts by Franz, Inc.

Communications Through Avery Products

Presenter: Roger Ader

Communicating with Purpose

Presenter: Erin O'Hara Meyer, PHR, Administrative Excellence, Inc.

SPONSORSHIP PROGRAM:

Through this program, we are able to bring better educational forums to our chapter. We can offer programs approved for Recertification points for CPS & CAP and Continuing Education Credits. We give companies the opportunity to share their company message regarding commitment to administrative professionals.

We thank the following 2004-2005 sponsors:

Schwebel Goetz & Sieben

The Meetings Concierge

DRI Consulting

Buffalo Wild Wings

Miller Law Firm

WAYS AND MEANS:

In February, we held a wonderful Sweetheart Baskets auction with baskets created and donated by chapter members. Because it was so successful, it will no doubt return next year. Mary Kay Products donated by Lila Kalish CAP were available at a discount for members and guests at two meetings.

METRO LAKES COUNCIL:

The Minneapolis Chapter has actively participated in the Metro Lakes Council, including the Certification Mock Exam.

CERTIFICATION:

We congratulate Judi Nelson CPS on receiving her CAP designation in November 2004.

PROFESSIONAL DEVELOPMENT:

We presented a donation from the Minneapolis Chapter to the Promise Program.

COMMUNITY SUPPORT:

Members participated with donations of various kinds of requested items to the Greater Minneapolis Crisis Nursery and Ready For Success.

Additional committee reports are part of this report.

GOOD OF THE CHAPTER:

We had fun with our "Island Connection" with various communications between our chapter and the Hawaii Chapter. Members attending the International Convention in Denver will look forward to renewing friendships with them. We also look forward to 2009 when they will visit Minneapolis.

As I talked with members, their feeling is that this has been a very good year for the Minneapolis Chapter. New membership and membership retention has been successful and contributes to the growth of the chapter. According to the Survey's, the members enjoyed the variety of activities, programs, and events.

Working with President-elect Lila Kalish CAP has been a partnership this year. I thank her for her support and friendship as we worked together for the common goals of the chapter. She will be a great leader in 2005-2006.

On a personal note: there can be items remaining on your "list of things to do" when your term is finished, but I feel that most of the things I hoped for this year have been accomplished. I could not have achieved them without the support and friendship of the members of the Minneapolis Chapter, and for that I will always be grateful, as well as for this wonderful experience. I have grown beyond what I thought I could, both personally and professionally. I hope that your experience this year has been as rewarding.

Mary Ellen Tieche
2004-2005 President
Minneapolis Chapter IAAP